



**REQUEST FOR INTEREST
(RFI)**

**SAFE STAY
COMMUNITY OPERATOR**

Request for Interest
Safe Stay Community Operator

Statement of Need:

This Request for Interest (RFI) is being issued by the County of Sacramento (County) to identify an operator to administer the County's Sanctioned Encampment Program, referred to as Safe Stay Communities (Safe Stay), to provide low-barrier shelter for persons living unsheltered within the county. The County is seeking a Letter of Interest (LOI) from organizations that are qualified to provide emergency sheltering services through a Safe Stay model.

The Safe Stay Community program will be directed through the County's Office of Homeless Initiatives (OHI), with operational and administrative support from the County's Department of Human Assistance (DHA). Both OHI and DHA hold substantial responsibility for developing and implementing the County's response to homelessness, with OHI overseeing strategic planning and analytics and DHA with fund administration and contract oversight.

**STAY SAFE COMMUNITY OPERATOR
REQUEST FOR INTEREST**

TIMELINED ATE	ACTIVITY	CONTACT	LOCATION
Monday, April 18, 2022	RFI released	Alyxe Lett letta@saccounty.gov 916-874-2717	ha.saccounty.net
Thursday, April 21, 2022 12:00 P.M.	Reservations for Proposers' Conference	Alyxe Lett	DHA-RFP-Reservations@saccounty.net
Thursday, April 21 1:30 P.M.	Proposers' Conference	Alyxe Lett	Virtually via Zoom
Thursday, May 5, 2022 3:00 P.M.	Deadline to Submit Letter of Interest	April E. Nelson, Contracts Manager	1825 Bell Street, Suite 200 Sacramento, CA 95825 Or DHA-RFP-Reservations@saccounty.net
Wednesday May 18, 2022	Notice of Award	Emily Halcon Office of Homeless Initiatives	ha.saccounty.net
Wednesday May 25, 2022 3:00 P.M.	Final Date to Submit Written Protest	April E. Nelson, Contracts Manager	1825 Bell Street, Suite 200 Sacramento, CA 95825
Wednesday, June 1, 2022	Director's Decision on Protest	Emily Halcon, Director Office of Homeless Initiatives	
TBD	Contract Begins		

Duration of Services: The first Safe Stay community is anticipated to be operational beginning August 2022 and is anticipated to operate through August 2024. The County anticipates at least one to two more additional sites to come onboard within the next year. The contractor selected for this first site would have first right of refusal/acceptance to augment their contract for additional site(s) operations.

Definitions

Safe Stay: For these purposes is defined as a legal, designated area in which adult individuals experiencing homelessness may reside and have access to basic needs such as food, potable water, restrooms, solid waste collection as well as connections to other services provided through a collaboration between the County of Sacramento and service providers. Stay Safe providers will offer 24/7 operational oversight, facility management, case management services, safety protocols, and clean up services.

Low barrier practices: An approach to entry and services where a minimum number of rules are placed on people who wish to enter as a participant or engage in ongoing services. Low-barrier programs welcome guests in as they are, while having clear and simple behavioral expectations that apply to all persons on site. Additionally, participants are afforded consumer choice and self-determination for voluntary supportive services.

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Roles and Responsibilities

The Safe Stay will provide a safe and supportive location for people who are unsheltered to transition out of unsheltered homelessness by creating a temporary community that is supported with human services, community engagement, and movement to more stable and permanent shelter and housing opportunities. Safe Stay Communities will be constructed by the County using sleeping cabins that will provide private shelter space for individual adults or adult households.

A. Program Overview

Each sleeping cabin will have heating and air conditioning and a convenience outlet, and will be furnished with a bed and storage containers for personal belongings. Each site will also include on-site sanitation, common space(s), storage for larger items, office(s) and parking for on-site staff and provisions for security (fencing, cameras, lighting, etc.). Site sizes will vary; the first Safe Stay Community is anticipated to include 100 cabins that can support up to 125 people at a point in time. Other sites currently being designed are smaller, supporting between 30 and 70 sleeping cabins.

The Safe Stay Communities are intended to operate as a temporary living environment, with a goal average length of stay for any individual guest being between three and six months (with potential extension based on their needs). The program will include a formal intake process to identify strengths and needs, and connect guests to services. Safe Stay guests will access services on and offsite, and will be offered activities designed to build independent living skills, increase income, build financial empowerment skills, and promote health and well-being. The selected provider will work with guests to create a housing plan and eliminate barriers around housing and economic stability.

B. Site Description

The first site to operate a Safe Stay Community will be located at 8144 Florin Road, at the corner of Power Inn Road, in the unincorporated area of the County. The County signed a Use Agreement with the property owner for 3.54 acres of pre-paved land ideally suited to expedite the completion of a Safe Stay Community. This particular site will include:

- 100 Pallet Shelters (75 single occupancy and 25 double occupancy)
 - Four single occupancy and four double occupancy shelters will be fully compliant with the Americans with Disabilities Act
- On site shower and restroom facilities, serviced regularly by third party vendors
- On site offices for operations staff, to include private rooms for case management and common room for team meetings
- Eight foot high perimeter fencing with privacy shading; security offices will be located at access gate, and will control vehicular and pedestrian access to the site
- A large, shaded common area for community gathering, meals, and
- Pet relief area

It is anticipated that another one to two Safe Stay communities in other areas of the unincorporated County will be online in late 2022 or early 2023. Once those sites have been approved and made public knowledge, the operator selected for this contract will have first right of acceptance/refusal to augment their contract to also operate those site(s).

C. Individual Engagement and Supportive Services

The project will require collaboration between the County, Stay Safe operator, multiple service agencies and the community at large. The operator will engage guests to ensure a successful stay and develop a housing plan, which will consist of the following: identification of strengths and barriers to permanent housing; referrals to critical services including: shelter, transitional/permanent housing, medical/dental/mental health services, Alcohol and Other Drug (AOD) services, and employment. This work includes building partnerships with local homeless and housing providers to ensure that services are available on-site that meet the comprehensive needs of the guests and furthers their work in overcoming obstacles to personal empowerment and housing stability. While the average length of stay is anticipated to be six months, an individual client's length of stay will depend on their needs. The operator will continually work to engage clients to ensure they are making progress on an appropriate exit plan.

Below is a list of activities that the selected operator will have responsibility of administering:

1. Management of the encampment, including 24/7 oversight that would include (but is not limited to): on-site supervision at all times, compliance with data entry into the Homeless Management Information System (HMIS), safety protocol and/or program compliance, ongoing collaboration with County and ongoing communication with providers of supplies, materials, food, water, toilets, sanitation and safety;
2. Site maintenance to include the regular cleaning and sanitizing of common spaces including toilets, showers and meeting/eating spaces (maintenance of these spaces will be the responsibility of the operator);

3. Safety protocol including but not limited to monitoring private spaces where personal belongings are kept, ensuring rules and regulations of the site are followed, and ensure safety of all guests by developing a centralized entry and exit process for the site;
4. Provide meals and snacks, to include food storage for the planned number of residents;
5. Provide access to sanitation, including toilets, sinks, and garbage collection, to include maintenance of site amenities;
6. Manage the intake process for all incoming guests, deliver housing-focused case management services and facilitate access for partner agencies to deliver supportive services on site;
7. Participate in local Continuum of Care (CoC) activities, including participation in the community's Coordinated Entry System (CES);
8. Establish and implement a system of data collection and reporting. Operator will be responsible to input client-level data, program services/activities, unduplicated numbers of individuals assisted and program outcomes in the Homeless Management Information System (HMIS) and County's designated database when available;
9. Enforce all current public health directives to control the spread of COVID-19 and other communicable diseases in the community, among other health practices; and,
10. Avoid exits to other homeless situations, even when program rules are violated; program termination will be reserved for persons who pose an immediate risk of harm to themselves or others and should be exited with assistance.

D. Community Engagement and Connections

The operator will reach out to community members, partners and stakeholders to establish relationships, build trust, and engage in an ongoing dialogue and collective problem solving. Safe Stay guests will be encouraged to seek opportunities to participate and contribute to the community.

Operator must conduct daily activities of the shelter in accordance with being a good neighbor to the community in which the shelter is located, including:

- Collaboration with neighbors and relevant county and city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
- Actively discourage and address excessive noise or loitering from program guests and others who may be near the site;
- Operator or a representative will attend all appropriate neighborhood meetings; and
- Mitigate the impacts on the neighborhood of shelter population waiting or loitering in the area surrounding the building.

E. Populations to Be Served

The Safe Stay Program is intended to serve those living unsheltered in immediate proximity to the Safe Stay site(s), and County Encampment Service Teams will serve as the primary access points for referral into the Safe Stay Community(ies).

- The Safe Stay Communities will serve adults who are 18 years of age and older, with a preference for highly vulnerable persons, including:
 - Persons with disabilities
 - Persons with chronic health conditions
 - Persons with mental health disorders

- Persons with substance use disorders
 - Elderly individuals
 - Pregnant individuals
 - Survivors of intimate partner violence, trafficking and other abuse
- Unaccompanied minors will not be allowed to reside at the Safe Stay Communities.

F. Goals and Data Reporting

The goals of the Safe Stay Community program are to provide guests with a safe, healthy, and supportive living environment; assist guests in building the skills to obtain and remain in stable housing through heightened self-determination. During each program year, the operator and its partners will be required to report on their progress towards achieving these goals to include the preparation and submission of monthly, quarterly and/or annual reports, as requested by County. County will work with the selected operator to develop goals specific to this program.

Program Requirements

In order to be eligible to be an authorized Safe Stay Community operator, organizations must meet the following requirements.

- At least three years of experience within the last 10 years managing and operating shelters or encampments serving people who are experiencing homeless. Experience must demonstrate the ability to provide culturally and linguistically appropriate services and support, and include the capacity to effectively serve and engage people of diverse backgrounds.
- Capacity to provide adequate staffing and coordinate the following:
 - Provide food service (can be through a third party vendor), maintain bathroom and hygiene facilities for up to 125 people;
 - Deliver case management services to Safe Stay guests and provide access for external service providers to regularly visit with guests on-site;
 - Provide site management, maintenance, and security;
 - Address parking requirements; and
 - Comply with health, safety, and inspection regulations.
- Capacity to conduct outreach and notification to the surrounding neighborhood (business community, housed guests, etc.) regarding encampment operations, and establish on-going communication between site operator and neighbors to resolve concerns as needed (e.g. development of a Good Neighbor Agreement).
- As a condition of funding, the selected contractor will be required to establish and implement a system of data collection and reporting. The provider will be responsible to input client-level data, program services/activities, unduplicated numbers of individuals assisted and program outcomes in HMIS and in the County's designated database. Ongoing reports to DHA staff regarding data collection and outcome measures will be a feature of the scope of work. This may include reports on sheltering and housing placements, exits, case management activity, housing information, etc.

Letter of Interest Instructions:

A. Narrative Please limit your response to no more than five pages and label each section of the response with the corresponding title below (excluding budget).

1. Experience

Describe your organization's experience managing and operating shelters and/or encampments serving people who are experiencing homelessness (minimum of three years' experience within last 10 years required). Please include information that demonstrates your experience providing culturally and linguistically appropriate shelter, services and supports, including effectively engaging people of diverse backgrounds. Describe the type of services that will be available to encampment guests through direct service provision and/or through partnerships and referrals.

2. Project Approach & Organization

- Describe how you intend to interface with County staff, the community, and service providers.
- Describe the management philosophy associated with the operation of the site. Describe the proposed role and extent of involvement of the encampment guests in the management and daily operation of the site.
- Describe your organization's plan to ensure the safety and security of encampment guests. Include your organization's approach to:
 - Trauma Informed Care
 - Harm Reduction
 - Addressing or advancing issues of race and equity
 - Confidentiality and Privacy

3. Community Engagement & Responsiveness

- Describe your communication and outreach strategy, to both the surrounding neighborhood and the community at large. This should include an initial notification process as well as opportunities for ongoing communication.
- Describe your process for creating maintaining Good Neighbor policies. This should also outline the processes and procedures for how encampment guests and/or the broader community members can address concerns and work towards resolutions.
- Describe your approach to outreach to unhoused persons in a designated geographical area surrounding the Stay Safe site.

4. Tracking Performance Outcomes

Describe any additional performance outputs or outcomes your organization will track and how you will report on these outcomes.

5. **Program Budget** (does not count toward page limit)

Please provide a detailed budget proposal for the first Safe Stay Community that will serve up to 125 people at a point in time. Please utilize the provided Budget Template on pages 14 and 15 for your submission.

INSTRUCTIONS FOR SUBMITTAL TO THIS REQUEST FOR INTEREST

Review all sections carefully and follow all instructions in this packet. Submit package in accordance with instructions in this packet via email to DHA-RFP-Reservations@saccounty.net or in person to:

Contracts Manager
Sacramento County Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

**SEALED PACKETS MUST BE RECEIVED AT THE ABOVE ADDRESS
NO LATER THAN 3:00 P.M., MAY 5, 2022**

EMAIL SUBMISSIONS WILL BE ACCEPTED

Please email proposal to DHA-RFP-Reservations@saccounty.net. **Attachment cannot be any larger than 25mb.** PDF format is preferred. Email must be received no later than the in person submission cut off dates and time in the table on page three. You will receive an automated confirmation of receipt of email that will serve as your date and time stamp. If you receive an email indicating that your file is too large, you must submit in person by the cut off time and date.

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| <ul style="list-style-type: none">• <u>LATE PACKETS WILL NOT BE ACCEPTED</u>• <u>POSTMARKS WILL NOT BE ACCEPTED</u>• <u>FAX SUBMISSIONS WILL NOT BE ACCEPTED</u>• <u>DELIVERY TO ANY OTHER OFFICE WILL NOT BE ACCEPTED</u>• <u>PACKETS THAT ARE NOT SEALED WILL NOT BE ACCEPTED</u> |
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PROPOSERS' CONFERENCE

The Office of Homeless Initiatives will host a Proposers' Conference. It will be held on **April 21, 2022**, from **1:30 P.M. – 3:00 P.M.** via ZOOM.

The purpose of this conference is to discuss the requirements and objectives of the RFI and to answer questions. Any questions unable to be answered by staff during the Proposers' Conference will be answered in an email sent to all no later than noon on April 20, 2022. The Proposers' Conference recording will be made available for future reference for all interested individuals and organizations at ha.saccounty.net under the Community Engagements section. To register for the Proposers' Conference, please contact **DHA-RFP-Reservations@saccounty.net** by April 19, 2022, at noon. Reservations are required to receive the ZOOM link.

ADMINISTRATIVE RULES AND REQUIREMENTS

The purpose of this RFI is to determine whether Proposers meet the OHI requirements for desired services. Proposers must also be able to comply with Sacramento County's contract requirements.

A. PACKET SUBMISSION

1. The packet **MUST** be submitted in the legal entity name of the Proposer or an authorized representative. If the packet is submitted by a corporation, the packet must be signed by a corporate officer or a representative authorized by the organization. If such authorization is other than a corporate document, a copy of such authorization must be submitted to DHA with the packet.
2. An original and two copies of the proposal must be enclosed in a sealed envelope or box bearing the name and address of the Proposer clearly visible, and plainly marked: **"SEALED BID – STAY SAFE COMMUNITY OPERATOR"**. Electronic submissions may be submitted to: **DHA-RFP-Reservations@saccounty.net**. Proposers who choose electronic submittals will receive an automated email confirmation of successful receipt. If a submission is not able to be transferred electronically due to size, Proposer will receive a rejection email and will need to submit in person. Attachment for electronic submittal can be no larger than 25mb. PDF is the preferred format for proposal submissions.
3. All proposals must be clearly and consecutively numbered - page one being the very first page of the proposal and the last number is on the last piece of paper on the proposal.
4. Staple each copy of the proposal in the upper left corner. If proposal packet is too large to staple, secure packet by whatever means possible, but preferably using a method that can be easily taken apart to allow it to be copied. Elaborate artwork and expensive paper and bindings, expensive visual or other presentations are neither necessary nor desired.
5. If any information contained in the RFI response is considered confidential or proprietary by the Proposer, it must be clearly labeled as such and presented in a sealed envelope within the Proposer's sealed response package. In order to assert the confidentiality of any such information if a Public Records Act is received, the Proposer must request, execute and submit a County-prepared written agreement to defend and indemnify the County for any liability, costs and expenses incurred in asserting such confidentiality as part of the packet. The agreement is available upon request by emailing **DHA-RFP-Reservations@saccounty.net** and must be submitted with the packet.

6. Packets must be submitted either by mail or personal delivery to:
Contracts Manager
Sacramento County
Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

Or via email to **DHA-RFP-Reservations@saccounty.net**.

Packets not received on May 5, 2022 by 3:00 P.M. at the above address will be rejected.

Packets submitted to any other office will not be accepted. It is the responsibility of the PROPOSER to submit the packet by the time and date to the address specified above.

Postmarks will not be accepted. Fax submissions will not be accepted.

Any packet not meeting this RFI requirement will be rejected.

B. RULES GOVERNING RFI COMPETITION

1. **Proposer's Cost for Developing The Proposal Packet**

Costs for developing and submitting proposal packet is the responsibility of the Proposer and shall not be chargeable in any way to the County of Sacramento.

2. **Addenda and Supplement To RFI**

If revisions or additional data to the RFI become necessary, County will provide addenda or supplements.

3. **Property of the County**

All packets submitted become the property of the County and will not be returned. As part of the review and selection process, the packets may be reviewed by County staff and representatives from other public agencies and/or individuals from the private sector.

4. **Confidentiality**

All packets shall remain confidential until the review process is completed, pool of qualified Proposers has been posted, and the Board of Supervisors has awarded the contracts for this service.

5. **False or Misleading Statements**

Packets which contain false or misleading statements, or which provide references, which do not support an attribute or condition, contended by the Proposer, may be rejected. If, in the opinion of the County, such information was intended to mislead the County in its review of the Proposer's qualifications and the attribute, condition, or capability is a requirement of the RFI, the submitted packet shall be rejected.

6. **Proposer Responsibility**

The Proposer is expected to be thoroughly familiar with all specifications and requirements of this RFI. Failure or omission to examine any relevant aspect of this RFI will not relieve you, as a Proposer, from any obligation regarding this RFI. By submitting a response, the Proposer is presumed to concur with all terms, conditions, and specifications of this RFI.

7. **Right of the County**

The County reserves the right to:

- a. Negotiate changes to contracts.
- b. Request additional written or oral information from Proposers in order to obtain clarification of their responses.
- c. Make awards of contracts for all the services offered in a qualified response or for any portion thereof.

8. **Rejection of Packets**

Failure to furnish all information required in this RFI or to follow the format requested shall disqualify the Proposer, including agencies that would otherwise qualify. Any exceptions to the scope of work required by this RFI must be justified in the response to this RFI.

9. **News Releases**

News releases pertaining to this RFI and its award will not be made without prior approval of the County.

C. **SELECTION PROCESS AND AWARD CRITERIA**

Submitting a successful proposal is not a promise of minimum usage but one that Proposers who meet outlined qualifications will be placed in a pool and considered for future funding

opportunities. As funding allows, County will enter into “as needed” contracts to provide the services outlined in this RFI selecting successful Proposers from the established pool.

D. NOTICE OF ACCEPTANCE OF QUALIFICATIONS

A list of the organizations whose qualifications have been accepted and have been placed into the pool of qualified candidates will be posted on **ha.saccounty.net** beginning **May 11, 2022 at 5:00 P.M.**

**SAFE STAY COMMUNITY
PROGRAM BUDGET TEMPLATE**

Instructions

The Program Budget consists of two forms for each year: the Personnel Costs and Subcontract Expenses and Operating Expense forms. The Personnel Costs and Subcontract Expenses form, page two, and the Operating Expense form, page three, of this exhibit are provided for the purpose of preparing a line item budget for the contract term.

Complete Program Budget for a County fiscal year which is July 1 to the following June 30. Some contracts may not start nor end in coordination with the fiscal year. For evaluation purposes, please submit an annual budget timeline denoting a July 1st start date. **The budget must be prepared on a cash accounting basis.**

To complete the Personnel Costs form:

- **Column (b)** Annual Salary is the Annual Salary cost for each position at full time or one Full Time Equivalent (FTE). Full Time is 1.0; half time is .5; etc.
- **Columns (c)** through **Column (e)** are the annual benefits.
- **Column (f)**, Salary & Benefits, is the total of the annual costs for **Columns (b)** through **Column (e)**.
- **Column (g)** is the FTE (percentage of time) to be worked on this contract.
- The total of **Column (f)** Salary & Benefits, times **Column (g)** FTE for This Contract, equals **Column (h)** or **(3)**, the Total County Cost Requested for this contract.

If the pages in this exhibit are insufficient to complete any section of the budget information, additional pages may be added.

The budget must be submitted on the forms included in this exhibit. **No other formats will be accepted.** However, if supplemental information is to be considered, it may be **added** in support of the completed forms.

PROGRAM BUDGET
Fiscal Year

PERSONNEL COSTS SALARY AND BENEFITS EXPENSE							
(A) POSITION	(B) ANNUAL SALARY	(C) EMPLOYERS' FICA	(D) RETIREMENT	(E) INSURANCE	(F) SALARY & BENEFITS	(G) FTE THIS CONTRACT	(H) (3) TOTAL COUNTY COST REQUESTED
(A) TOTAL SALARY, BENEFITS AND (3) COUNTY COSTS		\$	\$	\$	\$		(3) \$
(2) OTHER FUNDING SOURCE							\$
(1) TOTAL PROGRAM COST							\$

SUBCONTRACT EXPENSES			
LIST SUBCONTRACTS	(1) TOTAL PROGRAM COST	(2) OTHER FUNDING SOURCE(S)	(3) COUNTY COST REQUESTED
(B) TOTAL SUBCONTRACT EXPENSES			

OPERATING EXPENSES
Fiscal Year

OPERATING EXPENSES			
OPERATING EXPENSE DESCRIPTION	(1) TOTAL PROGRAM COST	(2) OTHER FUNDING SOURCE	(3) COUNTY COST REQUESTED
(C) TOTAL OPERATING EXPENSES			
(D) AUDIT			
(E) TOTAL PROGRAM COST AND MAXIMUM CONTRACT REIMBURSEMENT (COLUMN 1, A+B+C+D)			
(F) TOTAL OTHER FUNDING (COLUMN 2, A+B+C+D)			
(G) PERCENTAGE OTHER FUNDING (F/E)			
TOTAL COUNTY COST REQUEST			